ILHIE Consumer Education Workgroup

In person participants:

Esther Sciammarella	Chicago Hispanic Health Coalition
Mary Rasmusson	Consultant
Patricia Joseph	Prospex Information
Elizabeth McKnight	Alliance of Chicago
Valerie Brown	CHITREC Intern
Saroni Lasker	OHIT
Cory Verblen	OHIT
Danny Kopelson	OHIT

Participants via phone:

Peter Eckhart	IL Public Health Institute
Jennifer Creasey	AARP
Theresa Walunas	CHITREC

Roll call and introductions by participants were made.

Laura Zaremba, Office of Health Information Technology (OHIT) Director, welcomed group about importance of consumer engagement and education on health IT.

A brief background about health IT in general was provided. Health IT is a national effort in which paper records are converted into electronic records that can be securely exchanged between providers and patients outside their networks. It provides a better coordination of patient care, is safer, less expensive, and empowers consumers. The health category lagged behind other categories such as banking.

The group went on to a brief description about OHIT and Illinois Health Information Exchange (ILHIE). OHIT was established in February of 2010. The Hi Tech Act provided seed money to build exchanges nationwide. Among various work, OHIT involves and considers all aspects of technology, sustainability, legality,

implementation, communication, and procurement all in an effort to further the State's initiatives for health information exchange.

ILHIE Direct is the first service that has been launched as a secure messaging product. ILHIE Direct is real information exchange and offered at no cost to licensed professionals including many FQHCs.

It is important to note that consumers experience health IT in their everyday life without a second thought. E-prescribing or emailing their physicians are things that were assimilated under the radar, but are things that were unavailable to consumers just a number of years ago. Patient consent, privacy and security will all be key elements as heath IT develops and becomes more robust. Now is the time to begin to engage consumers on education and awareness of the changing landscape.

OHIT is doing a tremendous amount of legal work about privacy, security and consent. The workgroup discussed the complexities of legal language and whether consumers will ultimately be able to understand these complexities. Thus, OHIT is charged with the responsibility to make health IT education accessible and understandable on the consumer and provider level.

The group then worked through the Consumer Workgroup Engagement Plan. Participants were encouraged to provide any revisions, additions, etc. to Danny Kopelson. The group hopes to expand the workgroup by reaching out to other disease categories and to consumers not related to health care. Large statewide groups would be the most ideal but any group is good because health IT will hopefully create a more efficient healthcare system that will also include disenfranchised communities

ILHIE does not have the ability to go out and educate consumers. We will need trusted intermediaries such as FQHCs etc. to educate their clients. Timing of exactly when consumers will begin to receive their medical records as personal health records (PHRs) is yet to be determined.

The group discussed the Smart Chicago Collaborative, in which the Alliance of Chicago is working with this project to develop smart health centers and health navigators to assist underserved communities. Humboldt Park is the first of these centers. Community members will be taught on how to use patient portals, do Internet searches, establish emails, etc. The Alliance will learn a good deal about gaps and barriers that can assist with the group's efforts. There will be 5 centers through the end of the year.

The Innovations Project – Chicago Mammography Image Exchange was also discussed. There is a disparity of breast cancer in Chicago where African American Women are at higher risk and experiencing worse outcomes. This effort hopes to begin to close this disparity. Merge Healthcare will provide a cloud for patients to store their mammogram images. The patient will control access to these records, and can access them if or when they change providers. The Project is working with local breast cancer coalitions in Chicago.

Next steps:

- Identify other activities happening in the state in regard to patient engagement around health IT. Cory Verblen
- Research and bring in information about other organizations doing heath IT work. We should know about what they are doing and to communicate with them. Perhaps form a "providers" sub group to this workgroup. Danny Kopelson
- Privacy, security, and consent will be the next meeting. Cory will send information out to group prior to meeting.
- Group to meet monthly to 6 weeks out. Meeting dates choices to be sent out. Standing meeting times is best.

No public comment.

Meeting adjourned.